MITRE

LEADERS IN TRAINING

LEVEL 2 APPRENTICESHIP | 2020/21

# CUSTOMER SERVICE

This qualification provides the underpinning knowledge required to work in a range of customer service roles. You will learn how to manage interactions with customers sensitively, respectfully, effectively and with a focus on quality.

SUITABLE FOR NEW AND EXISTING STAFF

Organisations we have supported include:

MITRE GROUP | HEAD OFFICE | RIVERSIDE BUSINESS CENTRE | FOUNDRY LANE | MILFORD | DERBY | DE56 0RN

# PROGRAMME CONTENT INCLUDES

- The Principles of Effective Customer Service
- Understanding How Customer Needs and Expectations are Formed
- Understanding the Principles of Responding to Customers' Problems or Complaints
- Identifying the Interpersonal and Team Working Skills Required
- Identify Legislation
- Communicating Effectively
- Be able to Apply Customer Service Improvements
- Level 1 English and Maths

# DELIVERY DETAILS

- Blended Learning including Online Group Workshops
- Additional Guided Off The Job Training
- One-to-One Tutorials
- Observation and Feedback
- Digital Learning Portal

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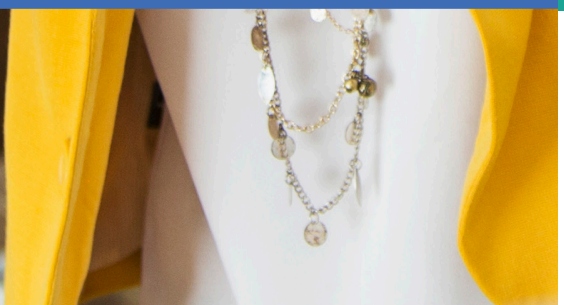
# THE MITRE DIFFERENCE

- Peer-to-Peer Learning
- Collaborative Working Groups Across Sport
- Guest Speakers
- Outdoor Adventure Residential
- Mental Health Awareness Training
- Government Funding Available
- Apprenticeship Levy CSR Opportunities



# CONTACT US

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Education & Skills Funding Agency

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